



City of Bristol

NEWS RELEASE

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Office of the Mayor
111 North Main Street
Bristol, CT 06010

FOR IMMEDIATE RELEASE: (Bristol, CT) August 8, 2019

BRISTOL WANTS CITIZENS TO “SEE IT AND CLICK IT” SO THE CITY CAN “FIX IT!”

Bristol, CT – The City of Bristol has contracted with Really Simple Reporting to bring a customized phone app to city residents to encourage reporting and feedback on issues within the City.

Really Simple Reporting is a free downloaded app from the iPhone or Android store. Once downloaded, the app allows residents to report common issues directly to City staff.

With the new app, when you see something you want to report, the user takes a photo and hits send. The city then receives an email stating the problem or issue, a photo, and the exact GPS location. Using this app residents are able to report blight/illegal bulk, burned out lights, pot holes, abandoned shopping carts, and hazardous road conditions. If they choose to use the custom button in the app, residents can report all other concerns not listed.

According to Mayor Ellen Zoppo-Sassu, “With people using their phones for so many things, I think this is going to be very successful. This new app fits perfectly with our philosophy of partnering with residents to create the highest quality of life. The ability to hear about issues affecting the City directly from residents will help us document and create efficiencies.”

“We have been practicing with this for the last 60 days to work out the bugs,” stated Public Works Analyst Lindsey Rivers who oversees the work order and request process. “Our city staff in several departments have been using it while they are out on the road and it is very easy to use.”

“I think it is really important to note that this does not replace the traditional means of reporting to City Hall via a phone call,” stated Councilwoman Mary Fortier. “Citizens can still call Public Works or the Police non-emergency line and those requests will be added to the list.”

“How many of us drive by items on a daily basis and make a mental note to call or email about it, and then forget,” asked Councilman Peter Kelley. “This phone app is going to help with the timeliness of reporting items in neighborhoods in a much quicker way.”

Really Simple Reporting is a citizen engagement company that focuses on bringing tools to cities to decrease barriers to city/resident interactions with a goal of creating a cost-effective tool for citizen engagement. Really Simple Reporting is being used in all 50 U.S. states, Canada, and Mexico.

The Bristol Department of Public Works also maintains a large amount of information on various programs and resources. To view it, please visit www.bristolct.gov and choose Public Works from the Department list.

** Please see the "How To" sheet attached.

For additional information, contact the city of Bristol 860-584-6125 or contact Really Simple Reporting at +1-602-492-5354.

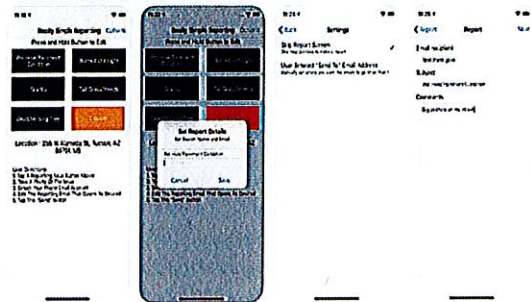
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Download and give it a try on your [Android](#) or [iPhone](#) for free:



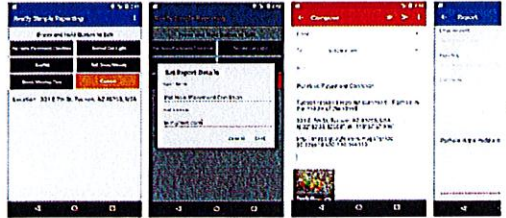
Really Simple Reporting Free
 Really Simple Reporting
 Really Simple Reporting, LLC
 4.4 (42,20 Ratings)
 Free

Screenshots



Really Simple Reporting - City Edition
 Really Simple Reporting, LLC Tools
 4.4 (14 Ratings)
 Everyone

Add to Wishlist **Install**



Free one tap city reporting of graffiti, potholes, burned out street lights and more. Simply open the app and press one button. The app automatically (1) takes a photo, (2) pulls your GPS location, (3) pre-fills the request, and (4) emails all the information to your city mayor.

Never struggle with complex app reporting drop-downs again. One tap reporting allows you to simply tap and go!

When you open the App on your phone you will see this screen:



Location: 111 N Main St, Bristol, CT, 06010, US

- User Directions**
1. Tap A Reporting Issue Button Above
 2. Wait 3-5 seconds For GPS Location
 3. Take A Photo Of The Issue
 4. Select Your Phone Email Account
 5. Edit The Reporting Email That Opens As Desired
 6. Tap The "Send" Button

I selected Tall Grass/Weeds I take a photo of the issue and select Use Photo



An email will pop up with all the info location and photo you then select send and the person and public works will receive the complaint.

Verizon LTE 1:06 PM

Cancel Tall Grass/Weeds Send

To: ellenzoppo@bristolct.gov

Cc:

Bcc: developer.rsr@gmail.com & 1 more...

Subject: Tall Grass/Weeds

Location : 111 N Main St, Bristol, CT, 06010,
US
41° 40' 23" N, 72° 56' 47" W

<http://maps.google.com/maps?q=loc:41.673194%2C-72.946431>

This email report was sent using Really Simple Reporting - City Edition, available for free at the iPhone and Android store. To learn more go to www.reallysimplereporting.com

